

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. Ever since I signed up for phone services I have wanted to tell someone that there should be some kind of guardian service to protect telephone customers from being charged the ten cents or the dollar extra for numbers that they did not call. Most people do not call up the phone company to say HEY! you over charged by thirty cents. Well if you think about it if the phone company over charges all their customers by just ten cents per monthly bill and they have 200,000 two hundred thousand customers that adds up to an extra two thousand dollars a month and 24 thousand dollars a year that the phone company gets because people would not want to hassle for the small chump change. To the phone company this translates into major amounts of income that someone donated to them for free. All they do is sit back and collect the money. Can you imagine what the income will be if they over charge people one dollar or more on a bill that gets paid without the customer ever noticing and paying. I have called the company every discrepancy I ever noticed. I do not want to give my hard earned money away. I have an idea that this over charge in small amounts has already been foreseen, anticipated and is practiced by all phone companies and I want it to stop. Thank you for sending this e-mail. I finally got to say what has bugged me for years.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.